

**Daphne.Duke**

244037

**From:** Jocelyn.Boyd  
**Sent:** Monday, May 13, 2013 11:05 AM  
**To:** charles.terreni@terrenilaw.com; selliott@elliottlaw.us; John M. S. Hoefer (jhoefer@willoughbyhoefer.com); Hipp, Dawn  
**Cc:** Deborah.Easterling; Tricia.DeSanty; Daphne.Duke  
**Subject:** FW: Update

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**From:** Wayne Massey [mailto:wayne.massey@choosepi.com]  
**Sent:** Saturday, May 11, 2013 12:40 AM  
**To:** Wayne Massey; TGOakley@uiwater.com  
**Cc:** georgesheppard@comporium.net; Hipp, Dawn; Morgan, Willie; Jocelyn.Boyd; CFunderburk@tegacaysc.gov  
**Subject:** FW: Update

As her email bounced back, I was asked to forward this email from Laurie.. Please see below.

**From:** lauriesc@aol.com [mailto:lauriesc@aol.com]  
**Sent:** Friday, May 10, 2013 2:20 PM  
**To:** Wayne Massey; TGOakley@uiwater.com  
**Cc:** georgesheppard@comporium.net; dhipp@regstaff.sc.gov; wmorgan@regstaff.sc.gov; Jocelyn.Boyd@psc.sc.gov; CFunderburk@tegacaysc.gov  
**Subject:** Re: Update

My Tega Cay Neighbors

I noticed a worker at the man hole behind my house yesterday. I went out to talk to him to share with him the sewage spill I had in my home in July (I believe it was 2006, have to dig out my records)

I felt a total lack of interest in hearing about the incident that occurred at my home. I was told by the (2) men at the man hole that they were there to clean out the man hole and/or do video. that's it.

I understand each member of the TCWS team has there position and a certain job to do. However, I certainly felt if they're trying to win the game, they'd welcome any facts that may help them understand why we're having sewage spills and how to prevent them.

That July I went on vacation for a week. I came home to the lower portion on my home saturated with raw sewage. My bathroom was the entry source and was completely flooded. The sewage then flooded a fairly large den and then entered into and completely flooded a bedroom off the den. Judging by the stained sewage marks on the wall, the level of sewage had been several inches higher.

It would have had to be to understand how the sewage also spilled into a sunroom on the further side of the den from the point of entry of sewage. It also managed to go through the walls into my crawl space. When I say flooded I mean wall to wall and into the closets. Now remember, I was away on vacation when this happened. This sewage remained in my home for at least several days.

Addressing some of the concerns that I've read on here.

Service Master came out **full suited & masked!** I was told my home was uninhabitable and told to leave my home. We left our home for over a week.

The person who has someone homebound due to illness. Do your DD on the dangers of spores, molds and such. Especially with someone who's immune system may already be weakened due to health issues. A little over a year after

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the sewage incident it was noticed my son was getting black & blue marks that took forever to go away. VERY long story short. That was the beginning of a very long journey. He was diagnosed with a Chronic autoimmune condition. A condition believed to be brought on by a recent illness and/or believed to be brought on by environmental factors.

Do you know items in your home can be effected that you'd never think about. Your TV (as mine did) can die. (and no, its wasn't on the ground)

The insurance company for TCWS came out and wanted to only replace the baseboards! when I told them the drywall needed to be replaced they only allowed for a certain amount of the wall. Like 12" from the ground. I currently continue to paint the "new" baseboards often as they continue to show staining. I continue to get black mold and I'm afraid to know what the inner side of my drywall looks like.

Most likely you were running heating or air. This of course is a vehicle that can (and will) carry the spores through out your home.

I have also very disturbing details (in another letter) of the actions, lies and deceit of TCWS when they first came out to my home and what lengths they went through (and tried to go through) to eliminate any responsibility for the sewage spill as belonging to them. They should be ashamed.

Noticing the abundance of workers in the area yesterday, It "appeared" TCWS was ready to fight this issue head on with all their big team players.

Well, at least they look intimidating getting off the bus. lol

Laurie Schmehl  
Windward Drive

-----Original Message-----

From: Wayne Massey <[wayne.massey@choosepi.com](mailto:wayne.massey@choosepi.com)>

To: Tom G. Oakley <[TGOakley@uiwater.com](mailto:TGOakley@uiwater.com)>

Cc: georgesheppard <[georgesheppard@comporium.net](mailto:georgesheppard@comporium.net)>; Hipp, Dawn <[dhipp@regstaff.sc.gov](mailto:dhipp@regstaff.sc.gov)>; wmorgan <[wmorgan@regstaff.sc.gov](mailto:wmorgan@regstaff.sc.gov)>; Jocelyn.Boyd <[Jocelyn.Boyd@psc.sc.gov](mailto:Jocelyn.Boyd@psc.sc.gov)>; CFunderburk <[CFunderburk@tegacaysc.gov](mailto:CFunderburk@tegacaysc.gov)>

Sent: Fri, May 10, 2013 12:33 pm

Subject: RE: Update

Tom,  
Thanks again for the follow-up email on Wednesday in which you outlined some long overdue steps in root cause analysis for one of the sewage spills.

Also to note in Wednesday's email, you state that "We will continue our assessment with the increased resources we have applied to the situation and I will report back to you **tomorrow** as more information is available."

Tom, Tomorrow has come and gone and its over 36 hours later with no further reports as to progress. Nothing personal, but if TCWS cannot keep its word on the little stuff how can we expect you to keep your word on the big stuff?

Regards,  
Wayne

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**From:** Tom G. Oakley [<mailto:TGOakley@uiwater.com>]

**Sent:** Wednesday, May 08, 2013 10:33 PM

**To:** Tom G. Oakley

**Cc:** [georgesheppard@comporium.net](mailto:georgesheppard@comporium.net); Hipp, Dawn; [wmorgan@regstaff.sc.gov](mailto:wmorgan@regstaff.sc.gov); [Jocelyn.Boyd@psc.sc.gov](mailto:Jocelyn.Boyd@psc.sc.gov); [CFunderburk@tegacaysc.gov](mailto:CFunderburk@tegacaysc.gov)

**Subject:** Update

Dear Tega Cay Customers,

As promised, I wanted to provide a quick update on the day's activities toward resolution of the SSO issues in your community.

If you were in and around the neighborhood today you no doubt saw our folks at work. We had 22 staff (including those brought in from out of state) in the field. In total they inspected over 400 manholes, walked approximately 15 miles of pipe and evaluated the entire collection system for wastewater treatment plant #2. Additionally, we had four video inspection contractors, smoke and dye testing contractors and our consulting engineer on site throughout the day. A large amount of data has been generated by this work and it will be evaluated tonight and into tomorrow.

A similar plan is scheduled throughout other parts of the system for tomorrow and the experts guiding this work are confident that we will find the cause(s) of the SSOs and will be in position to correct those quickly once identified. Some questions that have been raised are 'why hasn't this work been done before' and 'after two years of no problems, why now'? Legitimate questions to be sure and certainly the second question is one we have been asking internally. We have, in fact, done much of this inspection work before and the collection system was found to be vastly improved as a result of the capital spending done in 2011.

Then, why are we doing it again and has something changed?

As all of you are painfully aware, it has been a particularly wet period throughout the state. Lake Wylie and other lakes, both upstream and down, have been running at very high levels for an extended period. Duke Energy has announced dam releases which will further complicate the situation and today they have characterized the situation in the following way: "Given the significant rainfall in the region, high water conditions are expected for several days." (<http://www.duke-energy.com/lakes/levels.asp>)

I am not an engineer but our outside expert put it plainly this evening when he said he has never encountered lake levels like this and ground saturation of this magnitude. It is clear that there is significant water pressure in the ground and bodies of water, forcing rainfall into places where it typically would not go. At a minimum, that is what has changed.

We will continue our assessment with the increased resources we have applied to the situation and I will report back to you tomorrow as more information is available.

And know that we remain committed to zero SSOs regardless of rainfall.

Thank you.

Tom